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Sprint®

4-Line Telephone System

with Speakerphone and Caller ID

Owner's Manual

Please read before using this equipment.

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❒ Important Information

WARNING: To reduce the risk of fire or shock hazard, do not expose this product to rain or moisture.

CAUTION

RISK OF ELECTRIC SHOCK. DO NOT OPEN.

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER OR BACK. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.

This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.

This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.

READ THIS BEFORE INSTALLATION

We have designed your system to conform to federal regulations, and you can connect it to most telephone lines. However, each device, such as a telephone or answering machine, that you connect to the telephone line draws power from the telephone line. We refer to this power draw as the device's ringer equivalence number, or REN. The REN is on the bottom of your system.

If you use more than one phone or other device on the line, add up all of the RENs. If the total is more than five (three in rural areas), your telephones might not ring. If ringer operation is impaired, remove a device from the line.

This equipment is capable of providing user access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access to dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

FCC STATEMENT

Your system complies with Part 68 of FCC Rules. You must, upon request, provide the FCC registration number and the REN to your telephone company. Both numbers are on the bottom of the system.

Note: You must not connect your system to:

- coin-operated systems
- party-line systems
- most electronic key telephone systems

THE FCC WANTS YOU TO KNOW

In the unlikely event that your phone causes problems on the phone line, the phone company can temporarily discontinue your service. If this happens, the phone company attempts to notify you in advance. If advance notice is not practical, the phone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC.

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Also, the phone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of this telephone. The telephone company notifies you of these changes in advance, so you can take the necessary steps to prevent interruption of your telephone service.

LIGHTNING

Your telephone has built-in protection circuits to reduce the risk of damage from surges in telephone line and power line current. These protection circuits meet or exceed the FCC requirements. However, lightning striking the telephone or power lines can damage your telephone.

Lightning damage is not common. Nevertheless, if you live in an area that has severe electrical storms, we suggest that you unplug your phone when storms approach to reduce the possibility of damage.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Never install telephone wiring during a lightning storm.
4. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
5. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
6. Use caution when installing or modifying telephone lines.
7. Do not affix the AC power supply cord to building surfaces with metal fittings.
8. Unplug the telephone from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
9. Do not use the telephone near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
10. Do not place the telephone on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the product.
11. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This telephone should never be placed near or over a radiator or heat register. This telephone should not be placed in a built-in installation unless proper ventilation is provided.
12. This telephone should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your local power company.
13. Do not allow anything to rest on the power cord. Do not locate the telephone where the cord will be stepped on.
14. Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.

15. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

16. To reduce the risk of electric shock, do not disassemble the telephone. Take it to a qualified service facility when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the telephone is subsequently used.

17. Unplug the telephone from the wall outlet and refer servicing to qualified services personnel under the following conditions:

    - When the power cord plug is damaged or frayed.
    - If liquid has been spilled into the product.
    - If the product has been exposed to rain or water.
    - If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
    - If the product has been dropped or the cabinet has been damaged.
    - If the product exhibits a distinct change in performance.

18. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

19. Do not use the telephone to report a gas leak while in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

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❒ Features

Your Sprint 4-Line Phone System combines advanced telephone technology with a complete four-line telephone system. You can connect up to twelve stations, with each serving as an extension on which you can make and receive outside and internal calls.

The phone's other features include:

Caller ID Memory — stores and displays up to 140 incoming call records (incoming names and numbers).

Speakerphone — allows clear, hands-free conversation.

Intercom with Paging — lets you call individual stations, or page all stations at the same time.

Tilting Display — lets you adjust the angle of the display screen for easy viewing.

Headset Jack — lets you attach a headset (not supplied) for hands-free convenience.

Hearing Aid Compatibility — lets you use your phone with hearing aids that have a T (telephone) switch.

The system includes:

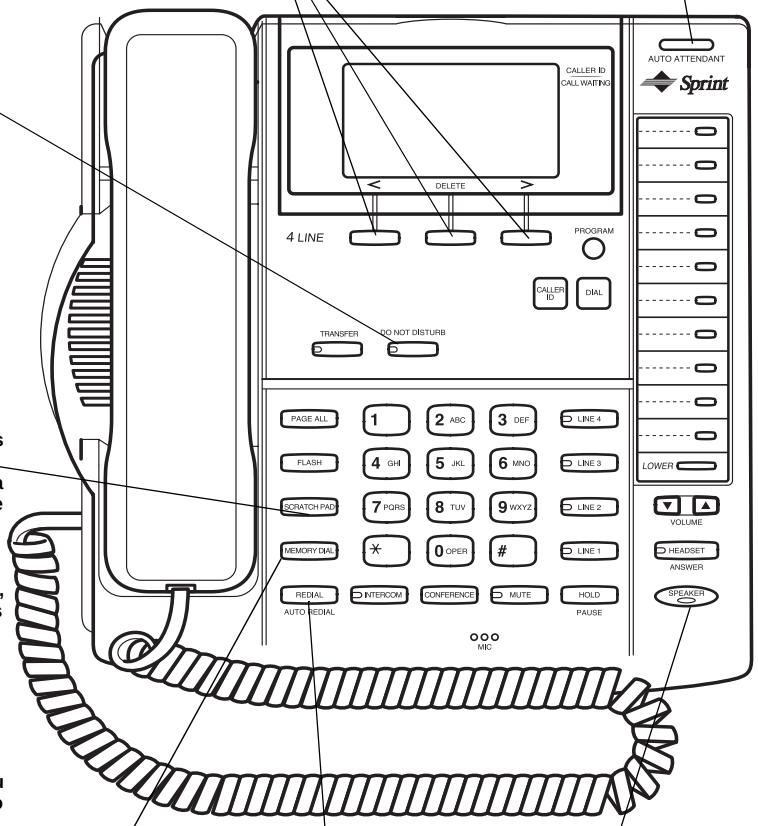
- telephone base
- handset
- coiled handset cord
- two long RJ14 modular cords
- two short RJ14 modular cords
- AC adapter
- mounting bracket (attached to the telephone's base)
- spare autodial station card
- 3/32-inch (2.5 mm) headset jack adapter (sub-mini to modular type plug converter)
- extension card

❒ A Quick Look at Your Phone

Use these buttons to select options that appear on the screen by pressing the button below the desired option

AUTO ATTENDANT Indicator — lights when the phone is used as a sub-station to the SP708 phone system and Auto Attendant is on at the SP708 station.

DO NOT DISTURB — press to stop incoming calls and pages. Press again to resume.



SCRATCH PAD — press once while the phone is on or off the hook. Enter a number you want to store temporarily, then press SCRATCH PAD again. The phone beeps once. To dial the stored number, lift the handset and press SCRATCH PAD. When the number appears on the screen, press DIAL.

Use SCRATCH PAD to store a phone number while you are talking on the phone, or any time you need to store a number to dial at a later time.

MEMORY DIAL — with the phone on the hook, enter a number you want to store, then press MEMORY DIAL once. Press again to view the number. To dial a stored number, lift the handset and press MEMORY DIAL once.

REDIAL — press to redial the last phone number you called.

SPEAKER — press once to use the speakerphone, press again to hang up. Talk clearly in the direction of the phone. To switch to the handset, lift the handset. To switch back, press SPEAKER again.

❒ Installation

Installing your phone is easy, but it is important that you follow the instructions in this manual in sequence for the telephone to work properly.

PLANNING YOUR SYSTEM

To take full advantage of many of the system's features, you must have four telephone lines with separate phone numbers. However, you can choose to connect the system to only one, two, or three telephone lines.

You can connect the system to two-line modular telephone line jacks, or you can connect it to single-line jacks. If you use single line jacks, you must also use an optional two-line coupler available at your local RadioShack store.

Notes:

- Your system is for tone lines only. If your telephone service is pulse type, check with your telephone company about changing to tone service.
- Your system connects directly to a modular telephone line jack. If your telephone wiring does not have a modular jack, you can update it yourself using jacks and adapters available at your local RadioShack store, or have the telephone company update the wiring for you. You must use compatible modular jacks that are compliant with Part 68 of *FCC Rules*.
- The line that connects the telephone jacks to the telephone company's wiring must be twisted-pair cable. Otherwise, you might experience interference (crosstalk) between telephone lines.
- The USOC number of the two-line jack to be installed is RJ14C (or RJ14W for a wall plate jack). The USOC number of the single-line jack to be installed is RJ11C (or RJ11W for a wall plate).

Before actually starting the connections, follow these steps to plan your system.

1. Identify the number of stations you need (maximum of 12).
2. Determine which outside lines connect to which stations (maximum of 4 per station).
3. Decide which stations require a private line (see "Setting Private Lines" on Page 20).

Using the System with the SP708 System

If you connect this system as a sub-station to the SP708 4-Line Phone System (Cat. No. 43-5708), you can use the SP708's Auto Attendant answering feature with this system as well.

If you do not connect this system to the SP708 system, the Auto Attendant indicator on your phone will not light, and you will not have the Auto Attendant answering system.

SYSTEM COMMUNICATION

The system uses Line 1 to transmit information such as system and line use status, and up to two simultaneous intercom conversations. Lines 1 and 2 must be common to all stations. Lines 3 and 4 can be common to all or some of the stations.

Note: If Line 1 is disconnected, you can still make and receive phone calls on the other lines, but the phones will not work as a system.

Square Configuration

When all lines are all common, the configuration is called square. Since all lines are common, calls on any line can be transferred to any station.

Non-Square Configuration/ Private Line Support

When all lines are not common, the configuration is called non-square. Depending on which line is connected to which station, you can transfer calls on some lines to some stations.

The following chart shows a sample non-square configuration. In this configuration, lines 1 and 2 are common to all stations, and lines 3 and 4 are available to groups of stations.

Stations 11, 16, and 17 have all the lines, so these stations can answer all lines. Calls to Lines 1 and 2 can be transferred to all stations. Calls on Line 3 can be transferred to all stations except stations 14 and 15. Calls on Line 4 can only be transferred to the stations that have Line 4 (stations 11, 16, and 17 in the sample chart). If you want to build a non-square configuration, we suggest you make a planning chart similar to the sample chart for easier connection.

Note: You can also set private lines that are not included in the system. See “Setting Private Lines” on Page 20.

Station ID	Line Number			
	1	**2**	**3**	**4**
Station 11	X	X	X	X
Station 12	X	X	X	
Station 13	X	X	X	
Station 14	X	X		
Station 15	X	X		
Station 16	X	X	X	X
Station 17	X	X	X	X
Station 18	X	X	X	
Station 19	X	X	X	
Station 20	X	X	X	
Station 21	X	X	X	
Station 22	X	X	X	

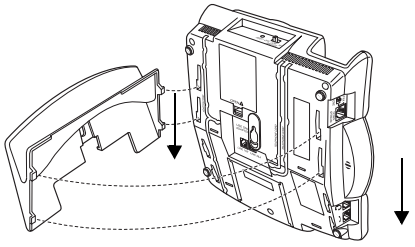
Important: If you are using this phone as a sub-station to the SP708 phone system (Cat. No. 43-5708), and you have the Auto Attendant feature turned on, the Auto Attendant can answer all lines as well.

MOUNTING THE SYSTEM

You can place your phone on a flat surface, or mount it on a standard wall plate or directly on a wall. Select a location that is near a modular telephone line jack and an AC outlet, and out of the way of normal activities.

On a Desk

1. Remove the mounting bracket by sliding it toward the narrow end of the bracket and lifting it off.



2. Plug one end of one of the supplied, long 2-line modular telephone line cords into **LINE 1&2** on the bottom of the telephone.

3. Use a coin or screwdriver to fit the cord into one of the grooves next to the line jacks on the bottom of the phone. Then

plug the other end of the cord into a two-line phone jack or a coupler that is connected to two single-line phone jacks.

4. Plug the other long cord into **LINE 3&4** on the bottom of the telephone. Use a coin or screwdriver to fit the cord into the other groove beside the line jacks and plug the other end into the other two-line jack or coupler.

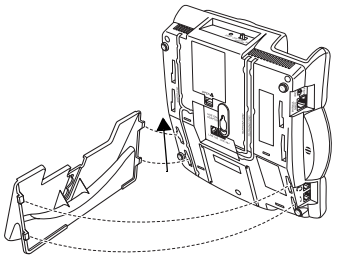
5. Leave the bracket detached and connect the AC adapter (see "Connecting the AC Adapter" on Page 12) and install the backup batteries (see "Installing the Backup Batteries").

6. Attach the bracket with the narrow end of the wedge pointing down and slide the bracket up to lock it in place.

On a Wall Plate

1. Follow Steps 1–5 of "On a Desk."

2. With the narrow end of the mounting bracket facing up, insert the bracket into the bottom mounting slots. Push the bracket up to lock it into place.



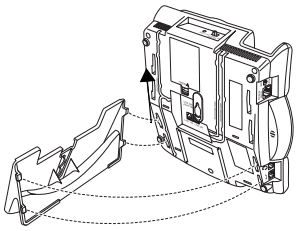
3. Align the bracket's keyhole slots with the wall plate studs, then slide the base downward to secure it.

On a Wall

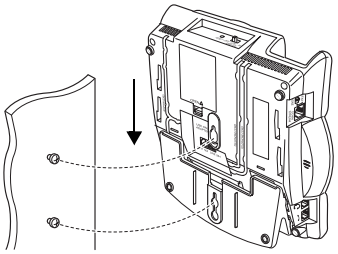
To mount the telephone directly on a wall, you need two screws (not supplied) with heads that fit into the keyhole slots on the bottom of the base. Drill two holes $3\frac{15}{16}$ inches apart. Thread two screws into the wall, letting the heads extend about $\frac{1}{8}$ inch.

1. Follow Steps 1–5 of "On a Desk."

2. With the narrow end of the mounting bracket facing up, insert the bracket into the bottom mounting slots. Push the bracket up to lock it into place.



3. Align the bracket's keyhole slots with the screws, then slide the base downward to secure it.



INSTALLING THE BACKUP BATTERIES

Your system requires four AA batteries (not supplied) to provide backup power for a few hours if AC power fails. The backup batteries do not power all the system's features. For the best performance and longest life, we recommend RadioShack alkaline batteries.

If the power fails but the backup batteries are installed and have power, all data and system information is retained and network communication is restored.

Cautions:

- Use only fresh batteries of the required size and recommended type.
- Before replacing the batteries, disconnect all telephone lines from your system.
- Do not use rechargeable batteries.

1. Turn the base over, press the tab on the battery compartment cover, then lift off the cover.
2. Place four AA batteries in the compartment over the ribbon as indicated by the polarity symbols (+ and –) marked inside.
3. Replace the cover.

Warning: Dispose of old batteries promptly and properly. Do not burn or bury them.

Caution: Always remove old or weak batteries. Batteries can leak chemicals that can destroy electronic parts.

Note: If the power is out and your phone is operating on battery power, the phone will automatically switch to pulse dialing. If your phone line does not support pulse dialing, you will not be able to dial.

Battery Power Levels

When the batteries become weak, appears. When the batteries are weak or not installed, appears.

CONNECTING THE AC ADAPTER

Cautions:

You must use a Class 2 power source that supplies 11V AC and delivers at least 600 mA. The supplied adapter meets these specifications. Using an adapter that does not meet these specifications could damage the system or the adapter.

- Always connect the AC adapter to the system before you connect it to AC power. When you finish, disconnect the adapter from AC power before you disconnect it from the system.

Follow these steps to connect AC power.

1. Insert the AC adapter's barrel plug into the adapter jack on the bottom of the telephone.
2. Route the adapter's cord through the adapter cord groove on the bottom of the phone, then plug the adapter into a standard AC outlet.

ATTACHING THE HANDSET

Plug one end of the supplied coiled cord into the jack on the telephone's handset. Plug the other end into the jack on the left side of the telephone's base.

Note: Your local RadioShack store sells a variety of longer coiled handset cords which can be useful if your telephone is mounted on a wall.

CONNECTING A FAX OR PC MODEM

You can connect a fax or PC modem to the system's data port, which uses Line 2. When you use a fax or modem, the connection is protected and will not be interrupted by incoming or transferred calls.

1. Connect the fax or modem cord to the **DOWN STREAM** data port on the side of the phone.
2. Set **PC/FAX/PHONE** to **PC/FAX**.

The data port is always active, regardless of the **PC/FAX/PHONE** setting. Placing the switch in the **PC/FAX** position silences the ring and turns off the Line 2 status indicator.

3. Set **PC/FAX/PHONE** on all the stations connected to Line 2 to **PC/FAX** (including the Auto Attendant station, if applicable). Then, when a call comes in on Line 2, only the fax or modem answers.

❒ *Preparation*

On initial power-up (after all connections are completed) each station displays *INITIAL SETUP*, prompting you to set the station ID, time and date.

Note: In this manual, the word "select" means you must press the button below the desired option on the display.

SETTING UP THE STATIONS

1. At the *INTIAL SETUP* screen, select *START*, then select *NEXT*. *SET STATION ID* appears.
2. Repeatedly select *CHANGE* until the desired extension number (11–22) appears.

   If the number is already in use for another station, an error beep sounds and *NOT AVAIL* appears. Select *CHANGE* to choose another number.
3. Select *SAVE*. *STATION NN SET* appears (*NN* = the station number).
4. Select *NEXT*. The time/date setting menu appears.
5. Use the keypad to enter the hour and minutes in twelve-hour format. Precede a single-digit hour or minute with 0 (01, 02, 03 and so on). If you make a mistake, select *BACK* to enter the correct time.
6. Select *SAVE*, then *NEXT*. The AM/PM selection menu appears.
7. Select *CHANGE* to toggle between *AM* and *PM*, then select *NEXT*. The date setting menu appears.
8. Use the keypad to enter the month (01–12) and day (01–31). If you make a mistake, select *BACK* to enter the correct date.
9. Select *SAVE*, then *NEXT*. *INITIAL SETUP COMPLETE* appears.
10. Write the name for each extension on the supplied extension card and slide it into the slot on the bottom of the phone.

Note: *INPUT CORRECT DATA* appears if you enter an invalid date or time. Check and correctly enter the data.

VERIFYING STATION AND LINE CONFIGURATIONS

1. Press **LINE 1**. The line indicator lights green and the speakerphone indicator lights red. The station ID appears to indicate the station is in use.
2. Using another phone, dial the telephone number for Line 2. The line indicator for Line 2 flashes red. If the indicator does not flash, check for correct installation (see "Setting Up the Stations").
3. Repeat Step 2 for Lines 3 and 4. If the indicators for all the lines flash, you have successfully installed this station.

VERIFYING SYSTEM CONFIGURATION

To verify that all stations are communicating, hold down **PAGE ALL** until *PAGING* and the station numbers for all connected stations appear.

Be sure all the stations connected to Line 1 appear. If any station does not appear, make sure the lines to and from that station are connected and inserted in the correct line jacks.

STATION RESET

If line conditions cause communication errors between stations, you might have to reset the station(s).

To reset a station, insert the tip of a ballpoint pen into **RESET** on the back of the phone. A click sounds and the display and station indicators briefly turn off, then back on.

All data and system information are retained and network communication is restored if the backup batteries are installed and have power. If backup batteries are not installed or have lost power, clock and memory (auto dial, redial, and scratch pad) data are lost.

CHANGING OR UPDATING A STATION EXTENSION NUMBER

You set the extension number (11–22) when you initially set up the system (see "Setting Up the Stations" on Page 13). If you must change the number, follow these steps.

1. Press **PROGRAM**.
2. Select *OTHER*, then *NEXT. SET STATION ID* appears.
3. Select *ENTER*. The current extension number appears.
4. Repeatedly select *CHANGE* until the desired extension number (11–22) appears.

   If the number is already used for another station, an error beep sounds and *NOT AVAIL* appears. Select *CHANGE* to choose another number.
5. Select *SAVE*.
6. Press **PROGRAM** to exit.

SETTING THE RINGER

Ringer settings are individually set at each station for each line. When the ringer is on, the line rings when calls are received. When the ringer is off, that line does not ring when a call is received. Whether the ringer is turned on or off, the line indicator flashes when a call is received. The phone is preset with the ringer on for all lines.

To turn the ringer off for individual lines:

1. Press **PROGRAM**.
2. Select *PHON*, then select *NEXT* twice so the *RINGER SELECT* menu appears.
3. Select *ENTER*. *LINE N RING* appears.
4. Select *CHANGE* to turn the ringer *ON* or *OFF* for the selected line.
5. Select *NEXT* to advance to the next line selection.
6. Repeat Steps 4 and 5 until all lines are programmed.
7. Press **PROGRAM** to exit.

Setting the Ringer Volume

Slide **RINGER VOL** on the back of the phone to set the ringer volume to **HI**, **LO**, or **OFF**.

When set to **OFF**, the phone does not ring when a call is received on any line.

Setting Always Ring

Your system is designed so your phone does not ring when there is an incoming call on one line if you are already talking on another line, or when you have Auto Attendant turned on.

However, you can set your station to Always Ring (even in these circumstances).

Note: Even with Always Ring on, the station does not ring when you are talking on the speakerphone (outside line or intercom).

1. Press **PROGRAM**.
2. Select ***PHON***.
3. Select ***NEXT*** four times so ***ALWAYSRING*** appears.
4. Select ***CHANGE*** to toggle between ***ON*** and ***OFF***.
5. Press **PROGRAM** to exit.

SETTING THE HANDSET, HEADSET, AND SPEAKER VOLUME

You can individually set the volume levels for the handset/headset and the speaker. When you switch over, the volume level is automatically changed to the set level.

Handset/Headset Volume

While using the handset or headset, select ▼ **VOLUME** ▲ to adjust the volume. One to four bars appear to show the volume level. (1 bar is the lowest and 4 bars is the highest.) The volume setting remains at this level until you change it or a power failure occurs.

Speakerphone Volume

When using the speakerphone or when the phone is not in use, select ▼ **VOLUME** ▲ to set the speakerphone volume. One to eight sets of bars appear to show the level. The volume setting remains at this level until you change it or a power failure occurs.

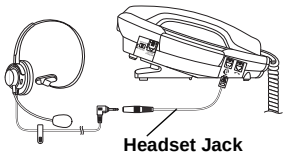
❒ *Telephone Operation*

Note: This owner's manual primarily explains the operation using the handset. You can also use a headset or the speakerphone.

USING A HEADSET

You can talk with hands-free convenience using an optional headset (not supplied) that has a modular type plug or $^{3}/_{32}$-inch (2.5 mm) sub-mini plug. Contact your local RadioShack store for a suitable headset.

If your headset has a modular plug, connect it directly to the modular 🎧 jack on the left side of the base.



To connect the headset with a sub-mini plug, first plug the supplied headset jack adapter (sub-mini to modular converter) into the modular 🎧 jack, then plug the headset into the headset jack adapter.

Press **HEADSET** to answer or end a call. While the headset conversation is in progress, the HEADSET indicator lights red.

Switching Between the Headset and Speakerphone

To switch from the speakerphone to the headset, press **HEADSET**. To switch from the headset to the speakerphone, press **SPEAKER**.

MAKING CALLS

To make a call, lift the handset. Press a line that is not in use, then dial the number. The number appears on the display as you dial, then the call's elapsed time appears.

When you are talking on a phone line, other stations in the system cannot use that line. This feature is called Call Privacy. When you make or answer a call, you automatically have privacy.

Selecting a Line

You can select the lines automatically or manually. When you lift the handset or press **SPEAKER** or **HEADSET**, you automatically get the first available line. The line indicator on your station lights green, and the indicator for the same line lights red at other stations.

The line priority is set in numerical order. LINE 1 has priority over LINE 2, LINE 3 and LINE 4. If LINE 1 is in use, LINE 2 picks up as you lift the handset. If LINE 1 and LINE 2 are in use, LINE 3 picks up.

If two lines are ringing at the same time and you lift the handset, the same line priority applies.

To manually select a desired line, lift the handset and press the desired **LINE**.

Notes:

- If you select a line that is in use and has Privacy selected, or a disconnected line, an error beep sounds.
- If all lines are in use, you hear an error beep and *ALL LINES IN USE* appears when you lift the handset.

Making a Conference Call

When you make a conference call, Call Privacy is automatically turned off. Press **CONFERENCE** to release privacy. *PRV RELEASED* appears at your station, and the line indicator flashes red at other stations.

Now any station in the system can pick up the line by pressing **LINE**. When another station enters the conversation, *CALL JOINED* appears and the line indicator for the conference call turns green at the added station.

Conference Calling with Two Outside Lines

1. Press **HOLD** to put the first call on hold. The line indicator flashes green.
2. Make or answer a call from another line.
3. Press **CONFERENCE**. *PRV RELEASED* appears.
4. Press the line button for the call on hold.

   The conference call has been established and you can talk with both parties.
5. To end the conference call, hang up. Both parties are disconnected. If you want to continue speaking with one of the calling parties, press the line button for the caller you want to keep; the other caller is disconnected.

Notes:

- To conference two calls, your station must have made or received both calls. You cannot conference with a call made or received by another station.
- The line indicators must both be green to establish a conference call.
- You cannot make a conference call between outside lines and the intercom.

To speak privately with one of your conference call parties, press **HOLD** to place both calls on hold. Then press the line button for the party you want to speak with.

To reestablish the 3-way conference call, press **CONFERENCE**, then the line button for the party on hold.

ANSWERING CALLS

When a call comes in, the phone rings (if the ringer is not set to **OFF**) and the line button for the line rapidly flashes. Lift the handset or press **SPEAKER** or **HEADSET**. The first ringing line is automatically selected.

Answering a Call While You Are On Another Line

When you are talking on one line and receive a call on another, press **HOLD** to put the current call on hold. The line indicator for the current call flashes green. Then press the line button for the incoming call. The line indicator turns from flashing red to solid green.

To hang up the second call and return to the first call, press the line button for the first call. The second line automatically disconnects.

TRANSFERRING CALLS

Note: The most recent caller ID record your station received is transferred with the call.

Without Announcement

Follow these steps to transfer a call directly to another station without announcing it to the other station.

1. Press **TRANSFER**. The TRANSFER indicator lights. The call is automatically put on hold and *EXT. ??* appears.
2. Enter the extension number (11–22) of the station you want to transfer the call to. *CALL TRANSFER* appears. Hang up the phone.

With Announcement

Follow these steps to announce that you are transferring a call or to see if the person you want to transfer the call to is available.

1. Press **HOLD**, then **INTERCOM**. *EXT. ??* appears. Enter the extension number of the station you want to speak with. *INTERCOM CALL* and the receiving station's extension appear.
2. When you hear a beep and the other extension answers, advise the person that you are transferring a call. Tell the person which line to press to enable the call, then hang up.

Notes:

- If *INVALID ID* appears, you entered either your own station number or an invalid station number. Enter a valid station number.
- If *UNABLE TO CALL* appears, Do Not Disturb (DND) is turned on at the receiving station, you entered an invalid extension number, or the sta-

tion is on another intercom call. Check the display for the station number. You cannot transfer the call.

USING AUTO REDIAL

Auto Redial automatically redials a busy or unanswered number 10 times every 10 seconds. If the line is still busy after 10 attempts, Auto Redial turns off.

1. When you get a busy signal or no answer, hang up and immediately press **REDIAL** twice. *SPEAKER* flashes slowly.
2. When the call is answered, the system enters the speakerphone operation mode. Use the speakerphone or lift the handset and carry on the conversation.
3. To cancel Auto Redial before 10 attempts, press **REDIAL** again.

USING FLASH

If you have Call Waiting services, you can use **Flash** as a switchhook to change between phone lines.

If you do not have Call Waiting, pressing **Flash** might disconnect your call.

To change phone lines, press **FLASH**.

Note: Flash is preset to *600 MS* (milliseconds). If this setting does not work well with your line, try a different setting, between 100 ms to 1 second.

1. Press **PROGRAM**.
2. Select *PHON*. *FLASH:* and the current setting appears.
3. Repeatedly select *CHANGE* until the flash duration time you want appears.
4. Press **PROGRAM** to exit.

USING HOLD

Press **HOLD** to put a call on hold. The line indicator slowly flashes green at your station. The line indicator at other stations slowly flashes red. While a call is on hold, you can temporarily place the handset on the base or use another line without disconnecting the current call.

While a call is on hold, Call Privacy is released, so any station in the system can release the hold.

To release a line from hold, press the line button for that line at any station. The station's line indicator lights green. The call then reverts to Call Privacy and other stations cannot join the call.

Note: If you put a call on hold for more than three minutes, the line indicator flashes rapidly and a beep sounds three times every 30 seconds until you release the hold. If a call has been on hold for eight minutes, the call is automatically disconnected.

USING MUTE

You can temporarily turn off the microphone on the headset, handset, or speakerphone by pressing **MUTE** so the calling party cannot hear you. The MUTE indicator lights. Press **MUTE** again to resume the conversation. The MUTE indicator turns off.

Note: Mute is also released when you press **INTERCOM** or **HOLD**, or hang up the line. Remember to press the appropriate line button to return to the original call when you use the hold or intercom features.

USING THE INTERCOM

You can use the system as a two-way intercom between stations. The system has two intercom channels, so two intercom conversations can occur at the same time. If Automatic Answer is turned on, and you receive

an intercom call, the station beeps and the intercom is instantly connected. If Automatic Answer is not turned on, the called station rings with a double ring.

Note: Line 1 must be common to all the stations for the intercom, or paging, to operate correctly.

1. Lift the handset or press **HEADSET**, then press **INTERCOM**. Or, to use the speakerphone, press **INTERCOM** (you do not need to press **SPEAKER**). INTERCOM lights and *EXT. ??* appears.
2. Enter the extension number of the station you want to call. *INTERCOM CALL* and the extension number appear.

Notes:

- If *INVALID ID* appears, you entered either your station number or an invalid station number. Enter a valid station number.
- If *UNABLE TO CALL* appears, DND is turned on at the receiving station, you entered an invalid extension number, or the station is on another intercom call. Check the display for the station number. In this case, you cannot make an intercom call.

At the called station, the INTERCOM indicator flashes and the ID for the station placing the intercom call appears.

When Automatic Answer is on (see "Using Automatic Answer"), the INTERCOM and SPEAKER indicators light and the speakerphone automatically turns on when you receive an intercom call.

If Automatic Answer is off, press **INTERCOM** to answer the call using the speakerphone. The INTERCOM indicator stops flashing and the SPEAKER indicator lights. Lift the handset for privacy.

To end an intercom conversation, press **INTERCOM** again, return the handset to the cradle, or press **SPEAKER** or **HEADSET**.

If you receive an intercom call during a phone conversation, press **INTERCOM** to answer the intercom. The outside line is automatically placed on hold. To return to the outside call, press the line button for that line.

Using Automatic Answer

With Automatic Answer on, you can start talking as soon as you receive an intercom call, without pressing any buttons. The system is preset to On.

To turn Automatic Answer off, follow these steps.

1. Press **PROGRAM**.
2. Select *PHON*. Then repeatedly select *NEXT* until *AUTOANSWER* appears.
3. Select *CHANGE* to toggle between *ON* and *OFF*.
4. Press **PROGRAM** to exit.

Note: When Automatic Answer is on at the receiving station, it takes about 5 seconds for the receiving station to turn on after **INTERCOM** is pressed at the originating station.

Paging All Stations

You can page all the stations on Line 1.

1. Hold down **PAGE ALL**. A beep sounds and *PAGING* appears. At the called stations, *EXT NN PAGING* appears.
2. Continue holding down **PAGE ALL**, and speak into the handset or microphone.
3. Release **PAGE ALL** to end the page.

Note: Stations that are in use or have DND turned on do not receive the page.

Monitoring Other Rooms

You can activate another station's speakerphone to listen to activities in the room where the station is located.

Note: The station contacted must have Automatic Answer on to enable room monitoring.

1. Press **INTERCOM**. *EXT. ??* appears.
2. Enter the extension number of the station to be monitored. When *INTERCOM CALL* and the called station number appear, press **MUTE**.

   The INTERCOM indicator flashes on the station being monitored, and the ID of the monitoring station appears.
3. To end room monitoring, return the handset to the cradle or press **HEADSET**, **SPEAKER**, or **INTERCOM**.

USING AUTO ATTENDANT

When you connect this phone to the SP708 phone system (Cat. No. 43-5708), the Auto Attendant feature of the SP708 works on this phone also. Otherwise, Auto Attendant is disabled.

When Auto Attendant is turned on at the SP708, any incoming call is first received by the Auto Attendant station, and is then routed to other stations.

To answer a call before the Auto Attendant station answers, lift the handset or press **HEADSET**, then press the appropriate line button. To use the speakerphone, press the appropriate line button; you do not need to press **SPEAKER**.

Note: When Auto Attendant is on, your station does not ring even when there is an incoming call, unless you turn on Always Ring (see "Setting Always Ring" on Page 15).

Setting Private Lines

You must connect Lines 1 and 2 to all the stations in the system for the intercom and paging features to work. However, when you create a non-square configuration (see "Non-Square Configuration/ Private Line Support" on Page 10), you can connect other lines that are not included in the system to Lines 3 and 4 as private lines.

If Auto Attendant is enabled on your system, and you decide not to include Lines 3 and 4 in the system, you must set Lines 3 and 4 as private lines. If you do not, the system assumes the Auto Attendant answers these lines, and they will not ring.

Important: If you have Always Ring turned on, all lines (including Lines 3 and 4) will always ring, even if Auto Attendant is on.

Follow these steps to set a private line.

1. Press **PROGRAM**.
2. Select *PHON*, then select *NEXT* five times so *PRIV LINE: OFF* appears.
3. Select *CHANGE*, then *ON/OFF. SELECT LN34* appears, with *34* flashing.
4. Use the number button to select the line(s) that you want to be private. Your selection disappears.
5. Select *SAVE*.
6. Press **PROGRAM** to exit.

Note: If you want to make a conference call, you must set *PRIV LINE* to *OFF*.

USING STANDARD PHONES WITH THE SYSTEM

You can connect and use a standard telephone with the system, but Call Transfer, Intercom, Call Privacy, or Page do not operate.

The system's line status indicators still show the status of the line with a standard telephone connected.

A standard telephone can join a call in the system at any time. Call Privacy is automatically released. If the person at the standard telephone hangs up but you want to continue the call, press **CONFERENCE** to restore Call Privacy.

❒ Memory Operation

You can store up to 20 phone numbers and names in memory, then dial a stored number by specifying the memory location.

Each stored number can be up to 16 digits, and each name can be up to 14 characters.

STORING A NAME AND NUMBER IN MEMORY

1. Press **PROGRAM**.
2. Select ***PHON*** then ***NEXT*** until ***AUTODIAL SETUP*** appears.
3. Select ***ENTER***.
4. Repeatedly select ***NEXT*** until the desired memory location (01–20) appears. Then select ***EDIT***. ***<NUMBER>*** (or a number if the location has previously been stored) appears.

   Note: Locations 01 to 10 are the upper memories; locations 11 through 20 are the lower memories. To access the lower memories, press **LOWER**, then the desired auto dial button (see "Dialing a Stored Number" on Page 22).
5. Use the keypad to enter the stored number. If the number is entered incorrectly, select **<** to move the cursor left, then ***DEL*** to remove the digits. Use the keypad to enter the correct digits.
6. Select ***NEXT***. Use the keypad to enter the name. Press the key once to display the first letter on that key, twice to display the second letter, three times to display the third letter, or four times to display the fourth letter.

   Pressing the key repeatedly cycles through all the characters on the key.
7. Select ***NEXT*** to move the cursor to the right after each letter.

   For example, to enter "John", press **5** once. ***J*** appears. Select ***NEXT***, then press **6** three times. ***O*** appears. Select ***NEXT***, then press **4** twice. ***H*** appears. Select ***NEXT***, then press **6** twice. ***N*** appears.

   To add a space, press ***1***.
8. Repeat Steps 6 and 7 until the name is entered, then select ***SAVE*** to store your entry.
9. Repeat Steps 4–8 to store additional numbers.
10. Press **PROGRAM** to exit.

Use the memory card to keep track of your stored numbers. Lift the card's cover off, write down the names and numbers, then snap the cover back into place.

Entering a Pause

In some telephone systems, you must dial an access code (9, for example) and wait for a second dial tone before you can dial an outside number. You can store the access code with the phone number. You should also

store a pause after the access code to allow the outside line time to connect.

To enter a 2-second pause, press **HOLD/ PAUSE**. *P* appears. You can add more pause entries for a longer pause.

Editing Stored Numbers

1. Follow Steps 1–4 under “Storing a Name and Number in Memory”.
2. Select *EDIT*. The stored number appears. To change it, select < to move the cursor left, then *DEL* to remove the digits. Then use the keypad to enter the new digits.
3. Select *NEXT*.
4. Select < to move the cursor left, and *DEL* to remove characters. Then enter the character as described in Steps 6 and 7 under “Storing a Name and Number in Memory” on Page 21.
5. Select *SAVE*. The next auto dial station appears.
6. Repeat Steps 2 through 5 to edit the other entries, if desired.
7. Press **PROGRAM** to exit.

Deleting Stored Numbers

1. Follow Steps 1–3 under “Editing Stored Numbers”.
2. Select < to move the cursor left, and *DEL* to remove all the characters.
3. Select *SAVE*. The next auto dial station appears.
4. Repeat Steps 2 through 5 to delete additional entries, if desired.
5. Press **PROGRAM** to exit.

DIALING A STORED NUMBER

To dial a number stored in memory, lift the handset and select the desired memory location.

For an upper memory location (01–10), simply press a memory button.

For a lower memory location (11–20), press **LOWER**, then a memory button.

If you press a button for an empty location, *NO DATA* appears.

Chain-Dialing Service Numbers

For quick recall of numbers for special services (such as bank-by-phone), store each group of numbers in its own memory location. Dial the service's main number first. Then, at the appropriate place in the call, select the number for the location where the additional information is stored.

Testing Stored Emergency Numbers

If you store an emergency service's number (police department, fire department, ambulance) and you choose to test the stored number, make the test call during the late evening or early morning hours to avoid peak demand periods. Also, remain on the line to explain the reason for your call.

❒ Caller ID Operation

If you subscribe to Caller ID service from your phone company, the phone company sends information about the call, including the time and date, between the first and second rings of every call you receive. The system displays this information when it receives a call, and you can store up to 140 call records for later review. If the call information is unavailable, or the name and number were blocked by the caller, that information appears.

If you subscribe to Call Waiting with Caller ID, when a call comes in, a tone sounds through the handset, then the Caller ID record appears. If you want to answer the incoming call, press **FLASH**. To resume the previous phone conversation, press **FLASH** again.

If the Caller ID memory is full, any new call replaces the oldest call record.

PROGRAMMING CALLER ID

There are four menu items for Caller ID operation.

Turning Caller ID/Call Waiting On/ Off

If you subscribe to Call Waiting with Caller ID service, you can set the phone to show Caller ID information for an incoming call even while you are using the phone. The system is preset to ***OFF***.

Selecting the Save Method for Received Caller ID Data

You can choose one of three ways to store caller ID records.

ALL — Stores all the records, answered or unanswered. The system is preset to ALL.

UNANSWER — Stores the records for calls received by or transferred to your station but not answered.

ANSWER — Stores the records for all the calls you answered.

Note: If you are using the Caller ID/Call Waiting feature, all the call data is stored no matter what options you choose.

Setting the Access Code

If your phone system requires that you dial an access code (9, for example) before you dial an outside number, you can program the phone to automatically dial the access code when calling a stored caller ID record. The system is preset without an access code (**-** appears). If an access code is not required, leave this setting as is.

Setting the Area Code

To quickly dial a number from a Caller ID record (see “Dialing Numbers From a Caller ID Record” on Page 24), or to correctly store a number from a record in a memory dialing location (see “Storing a Caller ID Record in Memory” on Page 25), you must store your local area code in the memory. Then, when you dial from a Caller ID record, the system skips the area code if it matches the one you stored. The system is preset without an area code.

Note: In some areas, the area code is necessary even for a local call. If you live in such an area, do not enter the area code.

Follow these steps to program your Caller ID settings.

1. Press **PROGRAM**.
2. Select ***OTHER***. ***CALLER ID*** appears.

3. Select *ENTER*. The first menu item *CWCID* (Call Waiting Caller ID) appears.
4. Select *CHANGE* to toggle between *ON* and *OFF*.
5. Select *NEXT*. *SAVE* appears.
6. Repeatedly select *CHANGE* until the desired option appears (*UNANSWER*, *ANSWER*, or *ALL*).
7. Select *NEXT*. *OUTSIDE LINE* menu appears.
8. Select *CHANGE* until your access code appears.
9. Select *NEXT*. *AREA CODE* menu appears.
10. Use the number button to enter your area code.
11. Select *SAVE*.
12. Press **PROGRAM** to exit.

If you need to change a setting, press **PROGRAM**, select *OTHER*, then *ENTER*. Repeatedly select *NEXT* until the desired menu appears, then select *CHANGE* as necessary. Repeatedly select *NEXT* until *AREA CODE* menu appears, then select *SAVE* and press **PROGRAM** to exit.

REVIEWING CALLER ID RECORDS

To review a caller ID record, press **CALLER ID**. The most recent caller ID record appears. Repeatedly select > to scroll through the records from oldest to newest, or < to scroll through the records from newest to oldest.

Caller ID Messages

BLOCKED — The caller has blocked the Caller ID information.

UNAVAILABLE — No Caller ID data was sent (time and date information still appears).

ERROR — There was an error during the transmission of Caller ID information. Occasional errors are normal. If *ERROR* appears frequently, contact your local telephone company or RadioShack store.

$ — The call is long-distance. You will be charged for a long distance call when you press **DIAL** to return the call.

CALLER ID NO DATA — There is no caller ID record.

DIALING NUMBERS FROM A CALLER ID RECORD

To dial a local number stored in a Caller ID record, recall the record, then lift the handset and press **DIAL**.

If you have not stored a local area code (see “Setting the Area Code” on Page 23), the system dials the full 10 digits, including the area code.

If you have stored your local area code, the system dials 7 digits if the area code in the number is the same as the one you stored, or 11 digits (1 + area code + 7-digit number) if the number's area code is different from the one you stored.

To add or delete the area code or add 1 before dialing, recall the record, then repeatedly press **PROGRAM** until the required number appears. For example, if you stored area code 817 into the phone and you received a call from 817–555–1234, the following appears as you repeatedly press **PROGRAM**.

- *555-1234*
- *817-555-1234*
- *1-817-555-1234*
- *1-555-1234*

To cancel your call, press **CALLER ID**.

Note: If a Caller ID record does not contain a phone number (if it was blocked by the caller, for example), you cannot dial from that record.

STORING A CALLER ID RECORD IN MEMORY

1. Recall the Caller ID record you want to store.
2. Hold down the desired memory location button until you hear a beep and *SAVE TO LOC NN* appears.
3. Select *YES*. The number of the caller ID record appears. Select *NEXT* to accept the number. (To edit the number, see “Editing Stored Numbers” on Page 22.)

   Note: Include the outside line access code, add or delete the area code, or add 1 for long distance, as necessary.
4. The Caller ID name appears. Select *SAVE* to store the name and number. (To edit the name, see “Editing Stored Numbers” on Page 22.)
5. Press **CALLER ID** to exit.

Deleting Records

You can delete Caller ID records individually or all at once. Recall the record and select *DELETE*. Then select *YES* to delete the displayed record, *ALL* to delete all caller ID records, or *NO* to cancel the deletion.

❒ Troubleshooting

Problem	Solution
Cannot program the existing ID after disconnecting and reconnecting the phone.	Perform a system update at another station (see “Troubleshooting” on Page 26).
Cannot access the program mode.	Station is off the hook or on hold. Hang up or turn hold off.
Does not receive PAGE ALL.	DND is on. Turn it off.
Cannot join in a conference call.	Release Call Privacy (see “Making a Conference Call” on Page 16).
	Another station has already joined the call.
Intercom does not work.	Make sure both stations are connected to Lines 1 and 2.
	Called station is in DND.
Cannot view the activity of other stations.	Line 1 is not common to all bases.
The line indicator flashes when a call comes in but the phone does not ring.	Auto Attendant is turned on at the SP708 station. Turn it off.
	Ringer switch is set to off. Turn it on.
	Ringer is programmed OFF. Turn it on.
	DND is turned on. Turn it off.
One station's number continues to appear when the station is not in use.	DND is on at that station. Turn it off.
	Make sure the base is connected to the line and AC power.
The telephone does not ring.	Auto Attendant is turned on at the SP708 station. Turn it off.
	Ringer switch is set OFF. Turn it on.
	Ringer is programmed OFF. Turn it on.
	DND is on. Turn it off.
There is no dial tone and the display is blank.	Connect AC power.
Callers cannot hear you when using the handset, but you can hear them.	Check the handset cord connection.
	Check MUTE.
When a call comes in on Line 2, the LINE 2 indicator does not light.	Check the FAX/PC switch. The switch should be set to PHONE when a PC or fax is not connected.
Cannot operate the phone during a power failure.	Install the backup batteries.
Communication errors occur during Call Transfer/ Intercom/Page All.	A station might have been removed without performing a system update.

PERFORMING A SYSTEM UPDATE

The system update renews the status of all the stations in the system. The system automatically updates itself when you disconnected Line 1, reconnected it or when AC power has failed and then been restored.

You must manually update the system when you remove a station from the system or change an extension ID.

If the network is set to full capacity and a system update is required, *PERFORM SYSTEM UPDATE AT A DIFFERENT STATION* or *UPDATE NEEDED* appears. The station showing either display is not properly linked to the system, so perform the system update at another station.

1. Press **PROGRAM**.
2. Select *OTHER*.
3. Repeatedly select *NEXT* until *SYSTEM UPDATE* appears.
4. Select *YES*. *UPDATING NOW* appears. When the update completes, *FINISHED* appears.
5. Press **PROGRAM** to exit.

RESETTING THE TIME AND DATE

The backup batteries keep the clock running for about one hour after a power failure. If the power is out for more than one hour, you must reset the clock.

1. Press **PROGRAM**, then select *TIME*.
2. *TIME&DAY SETUP* appears. Select *ENTER*. The time setting menu appears.
3. Use the keypad to enter the hour and minutes in two digits. Precede a single-digit hour or minute with 0 (01, 02, 03, and so on).

   If you make a mistake, select *BACK* to enter the correct time.
4. Select *SAVE*, then *NEXT*. The *AM/PM* selection menu appears.
5. Select *CHANGE* to toggle between *AM* and *PM*. After setting *AM* or *PM* correctly, select *NEXT*. The date setting menu appears.
6. Use the keypad to enter the month (01–12) and day (01–31).

   If you made a mistake, select *BACK* to enter the correct date.
7. Select *SAVE*.
8. Press **PROGRAM** to exit.

Note: *INPUT CORRECT DATA* appears if you enter an invalid date or time. Check and correctly enter the data.

CARE

Keep the phone dry. Use and store the phone only in normal temperature environments. Handle the phone carefully. Keep the phone away from dust and dirt, and wipe it with a damp cloth occasionally to keep it looking new.

Modifying or tampering with the phone's internal components can cause a malfunction and invalidate its warranty and void your FCC authorization to operate it. If your phone is not performing as it should, take it to your local RadioShack store for assistance. If the trouble is affecting the telephone lines, the phone company can ask you to disconnect your phone until you have resolved the problem.

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Limited One-Year Warranty

This product is warranted by RadioShack against manufacturing defects in material and workmanship under normal use for one (1) year from the date of purchase from RadioShack company-owned stores and authorized RadioShack franchisees and dealers. EXCEPT AS PROVIDED HEREIN, RadioShack MAKES NO EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN LIMITED WARRANTIES CONTAINED HEREIN. EXCEPT AS PROVIDED HEREIN, RadioShack SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO, ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, DATA, PROPERTY, REVENUE, OR PROFIT OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF RadioShack HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

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This warranty does not cover: (a) damage or failure caused by or attributable to acts of God, abuse, accident, misuse, improper or abnormal usage, failure to follow instructions, improper installation or maintenance, alteration, lightning or other incidence of excess voltage or current; (b) any repairs other than those provided by a RadioShack Authorized Service Facility; (c) consumables such as fuses or batteries; (d) cosmetic damage; (e) transportation, shipping or insurance costs; or (f) costs of product removal, installation, set-up service adjustment or reinstallation.

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